

DELAWARE DEPARTMENT OF JUSTICE

JOB OPENING

Opening Date: October 31, 2019

Closing Date: November 22, 2019

Director of Outreach Services for Civil Rights Protection & Immigration Assistance **Pay Grade 13, Executive Offices, New Castle County**

SUMMARY STATEMENT

The Director is responsible for community outreach for the Office of Civil Rights & Public Trust. This position also includes a focus on services for Delaware residents by providing information and assistance concerning immigration, citizenship and related areas. This individual is responsible for directly advising and counseling individuals on immigration and naturalization matters as set forth by regulations of the US Citizenship and Immigration Services, Department of Homeland Security. The Director will engage in community outreach, establishing a network of contacts within the community for referrals on proactive Civil Rights investigations.

JOB RESPONSIBILITIES AND DUTIES

The Director provides individuals with information concerning the administrative procedures and documentation required for a variety of immigration related benefits. Therefore, the Director must be knowledgeable of the pertinent laws and current procedures regarding immigration. Additionally, the Director is responsible for engaging with the community, statewide, to establish and maintain contact with various groups to obtain and track referrals on proactive Civil Rights investigations.

The Director is also responsible for researching and tracking statistical information on various protected groups. Further, the Director will maintain statistics and reports to enable attorneys to evaluate pattern and practice discrimination cases as they may arise. The Director is responsible for working with IT staff with establishing and maintaining record-keeping programs.

The Director is currently responsible for responding to all calls on the AG's (1-877-851-0482) toll free number for Spanish speaking individuals. This involves speaking with callers to identify their needs, consulting with appropriate victim/witness staff of DOJ to obtain answers to the callers' questions, and then providing the information to the callers. The Director assists with translations of brochures and website content as a resource to the public.

ESSENTIAL FUNCTIONS

- *Establish and maintain effective business relationships with the public, community groups, persons in management, co-workers and other government officials.

- *Provide individuals assistance in preparing and submitting applications for immigration and naturalization benefits.

- *Develop and recommend unit processes, policies and procedures.
- *Establish with administration and management goals and objectives for unit.
- *A working knowledge of excel, to track complaints, concerns, and contacts for the Office of Civil Rights & Public Trust on proactive civil rights investigations.
- *Ability to use technology to effectively communicate to the public, specifically in terms of maintaining a website that can serve as a resource.
- *Represent the Department when needed.

MINIMUM QUALIFICATIONS

- *4-year degree or an equivalent combination of education and related experience.
- *Bilingual English/Spanish.
- *Extensive experience and knowledge of US immigration and naturalization laws and procedures and/or demonstrated ability to learn such information.
- *Ability to communicate effectively with a culturally diverse population.
- *Ability to work with IT Unit staff when developing record-keeping systems.
- *Ability to make recommendations for necessary training and reference materials.
- *Ability to write clear, concise, informative status reports.
- *Ability to speak effectively and represent the Department in statewide meetings.

Internal Delaware Department of Justice Applicants: Please submit an updated Resume or summary of work experience to the Director of Human Resources.

External Applicants: In order to be considered for this position, external applicants must submit Resume and the Delaware Department of Justice Application (please see link):

<http://attorneygeneral.delaware.gov/executive/hr/job-application/>

OR external applicants can mail Resume and the Delaware Department of Justice Application to:
Delaware Department of Justice, Human Resources, 820 N. French Street, 6th Floor, Wilmington, DE 19801, OR E-mail to: DOJHR@delaware.gov OR Fax to: 302-577-5866. EOE.